



2009-183-C  
222716

March 15, 2010  
Via Overnight Delivery

Public Service Commission of South Carolina  
Docketing Department  
P. O. Drawer 11649  
Columbia, SC 29211

**Re: Inmate Calling Solutions, LLC d/b/a ICSolutions  
Regulatory Contact Update Information**

Dear Sir/Madam:

Please find this letter and Authorized Utility Representative Form for Telecommunications Carriers submitted on behalf of Inmate Calling Solutions, LLC d/b/a ICSolutions. The purpose of this filing is to notify the Commission of an update to the Company's address and contact information. Please update your records accordingly with the information provided below.

Company Corporate Address


Inmate Calling Solutions, LLC d/b/a ICSolutions  
2200 Danbury  
San Antonio, TX 78217  
Telephone: (800) 661-3845  
Facsimile: (210) 832-8915  
Email: [ICS-AP@icsolutions.com](mailto:ICS-AP@icsolutions.com)  
Website: [www.icsolutions.com](http://www.icsolutions.com)

Regulatory Contact:

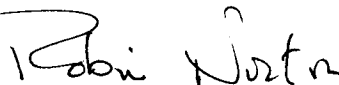
Ken Dawson, VP Contracts & Regulatory  
2200 Danbury  
San Antonio, TX 78217  
Telephone: (877) 488-8185  
Facsimile: (866) 929-3855  
Email: [kdawson@icsolutions.com](mailto:kdawson@icsolutions.com)

Customer Service Contact:

Jay Gujrati, Customer Service Manager  
2200 Danbury  
San Antonio, TX 78217  
Telephone: (888) 506-8407  
Facsimile: (210) 832-8915  
Email: [jgujrati@icsolutions.com](mailto:jgujrati@icsolutions.com)

 Please acknowledge receipt of this filing by returning, file-stamped, the extra copy of this cover letter in the self-addressed, stamped envelope enclosed for this purpose. Any questions you may have pertaining to this filing should be directed to my attention at (407) 740-3004 or [rnorton@tminc.com](mailto:rnorton@tminc.com).

Sincerely,

  
Robin Norton

Robin Norton,  
Consultant to Inmate Calling Solutions, LLC

RN/lm

cc: Ken Dawson – ICS  
cc: Office of Regulatory Staff - Attn: Jeanne Gordon  
1401 Main St., Suite 900  
Columbia, SC 29201  
file: ICS - SC  
tms: SCx1001

**AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS**  
TYPE: ☒ IXC      ☐ CLEC      ☐ ILEC      ☐ Wireless

**CERTIFICATED COMPANY INFORMATION**

**Inmate Calling Solutions, LLC**

Company Name

**ICSolutions**

800-661-3845

dba

Telephone #

2200 Danbury Street

Mailing Address

San Antonio TX 78217

City, State, Zip Code

(same)

Business Location

City, State, Zip Code

County

**REGISTERED AGENT INFORMATION**

Registered Agent: National Registered Agents, Inc.

Mailing Address: 2 Office Park Court, Suite 103

Columbia, SC 29223

City, State, Zip Code

**Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:**

- Michael R. Smith
- A. **General Manager** (Include Address if different than above)  
800-661-3845 / 210-832-8915 / mike@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address
- Jay Gujrati
- B. **Customer Relations/Complaints Representative** (Include Address if different than above)  
800-464-8957 / 210-832-8915 / jgujrati@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address
- Ken Dawson
- C1. **Customer Relations/Complaints Representative for Escalated Complaints** (Include Address if different than above)  
877-488-8185 / 866-929-3855 / kdawson@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address
- 888-506-8407
- C2. **Customer Contact** (Toll Free Number)
- Brendan Philbin
- D. **Engineering Operations** (Include Address if different than above)  
210-581-8102 / 210-832-8915 / bphilbin@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address

- John Goetsch
- E. **Test and Repair** (Include Address if different than above)  
210-581-8105 / 210-399-0720 / jgoetsch@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address  
John Goetsch
- F. **Emergencies** (During Non-Office Hours)  
866-228-4031 / 210-399-0720 / jgoetsch@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address

**In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:**

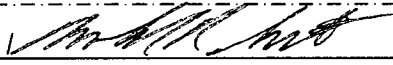
- Ken Dawson
- G. **Regulatory Officer** (Include Address if different than above)  
877-488-8185 / 866-929-3855 / kdawson@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address  
Ken Dawson
- H. **Dual Party Mailings** (Name)  
N/A  
(Mailing Address)  
/ /  
Telephone Number / Facsimile Number / E-mail Address  
N/A
- I. **Interim LEC Fund Mailings** (Name)  
(Mailing Address)  
/ /  
Telephone Number / Facsimile Number / E-mail Address  
Ken Dawson
- J. **Universal Service Fund Mailings** (Name)  
2200 Danbury Street, San Antonio, TX 78217  
(Mailing Address)  
877-488-8185 / 866-929-3855 / kdawson@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address  
Ken Dawson
- K. **Gross Receipts Mailings** (Name)  
2200 Danbury Street, San Antonio, TX 78217  
(Mailing Address)  
877-488-8185 / 866-929-3855 / kdawson@icsolutions.com  
Telephone Number / Facsimile Number / E-mail Address

Michael R. Smith

***This form was completed by***

President

***Title***

  
***Signature***

3/11/10  
***Date***

RETURN COMPLETED FORM TO: Public Service Commission of SC  
**Docketing Department**  
Post Office Drawer 11649  
Columbia, South Carolina 29211  
*And*  
Office of Regulatory Staff  
**Attn: Jeanne Gordon**  
1401 Main Street, Suite 900  
Columbia, South Carolina 29201